

CHILD WATCH CARE POLICY

Your child's safety is our top priority. Every Child Watch employee is background checked, drug screened, and receives continual training.

The following information will give staff the details and instructions on how to properly perform Child Watch duties. Staff is responsible to ensure that children are properly checked in and out of Child Watch accurately and timely and that children have a safe and enjoyable time while they are in staff care. Responsibilities may include the following tasks:

1. Open the Area
 - a. Prepare clean toys for use, disinfect dirty toys
 - b. Prepare sign-in log, start tablet
 - c. Open till
 - d. Unlock doors
2. Check-in Children
 - a. Prepare sign in log to track all incoming and outgoing children
 - b. Assign each parent a pager
3. Watch Children
 - a. Maintain safe environment
 - b. Play with children
 - c. Ensure children leave with the proper individual at the proper time
4. Check-Out Children
 - a. Permit children to leave with correct parent by checking ID
 - b. Take payment based on log-in sheet times
5. Close Facility
 - a. Disinfect dirty toys, stage area for the following day
 - b. Close tablet, put away sign-in sheet
 - c. Close till
 - d. Lock all doors

Staff Policies

The following are rules and expectations of staff when working a shift in Child Watch:

1. Staff should arrive 10-15 minutes before shift begins ready to work (e.g. your gear is stored, you've clocked in, used the restroom, etc.)
2. No leaving unless there are a minimum of 2 staff with the children; let front desk or FT staff know when if you must leave (bathroom, sickness, etc.)

3. A minimum of 2 staff must be inside or outside with children. When only 3 staff members are scheduled, one staff needs to place themselves in the doorway so they can see/hear both inside & outside.
4. Make sure all conversations between themselves and children are toddler appropriate. Parents & children are listening to conversations. Engage with children, not other staff (i.e. staff should always be facing children)
5. If there is an important issue to discuss regarding other staff or child conduct please speak quietly with the manager outside of Child Watch and send the manager an email, etc. It is inappropriate to discuss children's behavior with other parents.
6. Keep cell phones out of sight when working your shift
7. Do not bring food into Child Watch area. Smoothies, sodas, or other drinks are to be kept out of sight from children.
8. Staff must get permission from the manager before closing Child Watch early or leaving shift early.

Job Assignments

Job tasks have been separated for:

- Safety
 - Maximize child engagement/enjoyment
 - Accountability
 - Combine tasks during shifts with fewer than 4 staff
 - Use judgment to assist one another and according to the needs of the children
1. Job #1 – Shift Legend (or other assigned staff if no shift lead is scheduled)
 - a. Get till bag
 - b. Open till and login on computer
 - c. Check-in/check-out children
 - d. Provide parent feedback
 - e. Send an email report to the shift leads noting any questions, concerns, or general comments on how the shift went
 2. Job #2 – Point Support
 - a. Help with infants as they come in; find something/someone to entertain them
 - b. Help direct traffic during child check-in/check-out and see what can be done to help things go quickly and smoothly
 - c. When front desk staff has multiple people signing in and out, help assign name tags to incoming children
 - d. Help control traffic coming in and out of the gate. Watch for children sneaking in/out, watch for any toys leaving with a child, make sure all children have shoes back on their feet.
 - e. Help clean up at end of shift

3. Job #3 – Pacifier
 - a. Help keep an eye on infant play area
 - b. Check on kids playing in/around castle
 - c. Monitor crayon usage
 - d. Interact/play with children at all times
 - e. Help clean up at end of shift
4. Job #4 – G.O.A.T (greatest of all time)
 - a. Keep an eye on kids in separate play areas
 - b. Help address issues that occur between children
 - c. Interact/play with children at all times
 - d. Help clean up at end of shift

Disinfect & Organize Toys

Toys & surfaces must be cleaned and sanitized daily. Any dirty toys that are not washable must be sprayed with disinfectant.

Each toy is organized in a bin located in a cupboard within the Child Watch facility. Toys are organized this way to help with cleaning and organization. Please keep toys organized in a way that all employees understand the proper procedure for cleaning and organizing.

Check-In & Check-Out

When dropping off children in the Child Watch area, the parent must sign-in each child.

The sign-in process must include the following information:

- a) date
- b) parent name
- c) phone number
- d) child(ren) name(s)
- e) parent's location in Clyde Recreation Center
- f) pager number
- g) time-in
- h) parent signature

The parent must be assigned a pager by a Child Watch staff member. The child(ren) dropped off will then have a name label placed on their back.

Identification of Parents

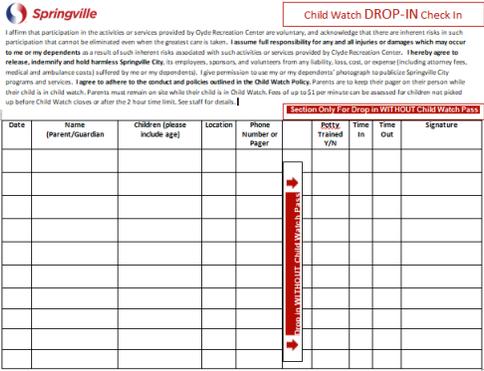
When a parent comes to collect their child from Child Watch they must present a photo identification card before the child can leave with them. Parents must also show a photo ID at check-in. This will help ensure parents have an ID at pick-up.

Make every effort to check ID's before permitting children through the gate.

Children should not leave child watch room with any but parent.

Child Watch Forms

All parents must sign-in their children before they are permitted into Child Watch.

Form Title	Form Image	Form Description
Check-In & Check-Out Log		<p>The Check-In & Check-Out Log must be filled out completely (except the check-out time) by the parent prior to allowing children into Child Watch.</p> <p>Payment will be calculated based on the time from the Check-In & Check-Out Log.</p>

Children

Children at Child Watch must be picked up by the same individual who drops them off unless prior written permission has been given to the Child Watch staff. The only exception is a medical emergency. This individual must be at least 16 years old. A Child Waiver Form must be filled out and put on file for this to occur and a photo ID is required at time of pickup. This form can be found in the miscellaneous Child Watch binder.

Child Watch Waiver

In the event that a parent/guardian is not the one to drop off or pick up their child(ren), the Child Watch Waiver form needs to be filled out by parent/guardian and the following steps need to be taken.

1. Staff will get a photocopy of parent/guardian driver's license and inform them that when the other authorized person brings or picks up their children that we will need to do the same for them.
2. Staff will fill out information on bottom of waiver form
3. Staff will file waiver alphabetically via child last name in the Child Watch binder

Pagers

Once a child is dropped off, the parent will be assigned a facility pager. Pagers are used to contact parents if their child needs assistance. The pager must be kept with the parent at all times, unless using the pool. If the parent plans on using the pool during their stay, they must notify a Child Watch employee. Once the parent notifies the Child Watch employees, they will be given a dry bag. The pager must be placed within the dry bag and cannot be removed while in the pool area.

Parents are responsible for monitoring their assigned pagers and responding immediately to pages in case their child(ren) need(s) assistance. Failure to respond may result in loss of Child Watch services.

Parents will be paged if the following occurs while their child is in Child Watch:

1. Biting or hitting
2. Excessive crying
3. Diaper change or accident
4. Sickness or injury
4. Hunger

If parents do not respond to pager, staff will take the following steps to try to reach them:

1. Page parent three times
2. Page parent over the intercom located at the front desk
3. Try calling parent by using their cell number
4. Send a staff to do a physical search throughout the building

While a parent is in possession of a pager, they are responsible for any damage incurred to the device. If damage occurs to the pager, the parent in possession of it will be charged a \$50 replacement fee.

Ages

Children ages 3 months to 8 years old are permitted in Child Watch. Clyde Recreation Center cannot guarantee that any child will be permitted into Child Watch during open hours. Due to staffing limitations, a limited number of infants, toddlers, and children are allowed in the Child Watch area at one time. If the Child Watch is full, additional children will not be permitted into the area until more spots open up.

Children brought to Child Watch should be categorized by age:

Child Category	Age
Infants	3 to 18 months
Toddlers	19 months – 4 years
Children	5 years – 8 years

Capacity of the Child Watch is 25, including employees. It is recommended that with four staff members that the max capacity should be 25. The breakdown of children at this number is 2 infants, 9 toddlers, and 14 children. Before turning parents/children away, staff should try to pull any other available staff from the building (i.e. Lifeguard, Front Desk, Full Time Staff, etc.) in order to allow the child to stay and the parent to enjoy the facility. **Children can only leave child watch room with parent.**

Disability

No infant, toddler, or child will be refused on the basis of physical or mental disabilities. All children from the ages of 3 months to 8 years old are permitted into Child Watch, unless previously banned.

Time Allowance

Children dropped off at Child Watch must be picked up promptly. Under no circumstance may children stay in the Child Watch area longer than two hours in one shift. Children may return during a later shift, but the total combined time that a child may be in Child Watch in one day is 4 hours.

Children may stay at Child Watch for up to 2 hours (plus a 15 minute grace period) **during** a shift, Monday - Friday. If a child is not picked up from the facility after 2 hours and 15 minutes, a late fee of \$1 per minute will be charged up to \$15. Springville police will be notified if the parent, guardian, or emergency contact cannot be reached by pager, PA announcement, or listed phone number. Exceptions may exist in the case of special circumstances. The 2 hour late child pick-up is run on a “three strikes” policy. If a child is picked up late three times, it may result in a **suspension** of Child Watch services.

Payment

Child Watch fees will be assessed in 15 minute increments at the end of the child’s stay. If a child is not picked up after the first hour and 15 minutes, the price for the additional 15 minutes (up to a maximum of 2 hours) will be incurred. If Child Watch service is less than 15 minutes, no additional charge will be incurred. Instructors receive a 50% discount when their child is in child watch (while parent is teaching a class). Additional pricing for special groups will be provided when needed.

The current pricing structure for Child Watch:

Children	Per Hour
1st Child	\$2.50
+ Child	\$1

Rules

For the safety of children it is important that all Child Watch conduct and policies are observed by both parents and children.

1. Pacifiers must be connected to children
2. No outside toys or food
 - a. It is suggested that children be fed before being dropped off at Child Watch. In the interest of all children in the Child Watch facility, food and toys of any kind are not permitted.

3. No biting, hitting, or bullying
 - a. Children who bite, hit, or bully will face Child Watch restrictions. (See below for additional information on the Biting & Hitting policy.)
4. Infants must be in carriers when dropped-off in the Child Watch area

Outdoor Play Area

The outdoor play area is fenced and will be open for free play to children in Child Watch **only** during acceptable weather conditions. Children will not be permitted to use the outdoor equipment when any of the following weather conditions are present:

1. Unsafe temperatures
 - a. Temperatures fall below 40° Fahrenheit
 - b. Temperatures rise above 95° Fahrenheit
2. Staff may use their discretion when inversion warnings about unhealthy air quality have been issued
3. Precipitation- including but not limited to rain, snow, or hail.
4. Standing precipitation covers play equipment, including but not limited to rain, snow, lightning, or hail
5. Anytime lightning is present, a minimum of a 30-second rule will be followed

Biting, Hitting & Bullying

The safety of all children in the Child Watch area is extremely important to the staff of Clyde Recreation Center. This policy is for participant and staff protection. No child in Child Watch will be permitted to bully another child or employee for any reason. Bullying includes behavior which is an intentional effort to harm another, whether it is direct or indirect, behaviors that cause physical harm, and may be verbal (including oral and written language) or non-verbal.

The following steps will be taken with any behavior that may include, but are not limited to: fighting, kicking, hitting, biting, pushing, shoving, spitting, scratching, throwing object(s), stealing toys, and not sharing. Conduct will be handled in the following steps:

1. *First Offense*
 - a. Staff will handle the situation & review rules with child
 - b. Staff will redirect child with another activity
 - c. Staff will notify parents when they come to pick up their child
 - d. Staff will document incident on the Rule Offender spreadsheet
2. *Second Offense*
 - a. Staff will handle the situation & review rules with child
 - b. Staff will review rules with child and redirect them with another activity
 - c. Staff will page parent and ask them to come talk to their child
 - d. Staff will document incident on the Rule Offender spreadsheet
3. *Third Offense*
 - a. Staff will handle the situation & review rules with child

- b. Staff will review rules with child and inform them their parents are being called and they will have to leave because they are not following the rules
- c. Staff will page parent to come remove their child for the rest of the day
- d. Staff will document incident on the Rule Offender spreadsheet

4. *Fourth Offense*

- a. Staff will handle the situation & review rules with child
- b. Staff will review rules with child and inform them their parents are being called and they will have to leave because they are not following the rules
- c. Staff will page parent to come remove their child for the rest of the day and be informed that their child will be suspended from returning to Child Watch for 1 week
- d. Staff will document incident on the Rule Offender spreadsheet

5. *Fifth Offense*

- a. Staff will handle the situation & review rules with child
- b. Staff will review rules with child and inform them their parents are being called and they will have to leave because they are not following the rules
- c. Staff will page parent to come remove their child for the rest of the day and be informed that their child cannot return to Child Watch for up to 6 months without manager approval
- d. Staff will document incident on the Rule Offender spreadsheet

If a child's conduct is dangerous or severe enough toward another child or staff member, their actions will be documented and immediate suspension may be utilized as a deterrent thereby expediting the "Offense" schedule.

Child Correction

Parents will be informed of the behavior expectations for all children in Child Watch. Caregivers in Child Watch may discipline children if necessary. Corrective actions will include: positive reinforcement, redirection, and clear limits which promote children's ability to become self-disciplined. Only in circumstances when children may injure themselves, others, or destroy property will Child Watch caregivers use gentle, passive restraint with children.

Staff Will Not

Under no circumstance will corrective actions include the following:

1. Corporal punishment in any form, such as, hitting, spanking, shaking, biting, pinching, or any other measure which will cause physical pain or discomfort;
2. Restraining of a child's movement by binding, tying, or any other form of restraint that is more than gentle or passive restraint;
3. Shouting at children;
4. Emotional abuse in any form;
5. Forcing or withholding toileting; and

6. Confining child in a closet, locked room, or any other kind of enclosure.

Illness & Injury

To prevent the spreading of germs, sick children will not be permitted into the Child Watch facility. Children must be symptom free 24 hours before coming to Child Watch.

Illness

Any children with the following symptoms will not be allowed to stay at Child Watch; high temperature, persistent cough, heavy nasal discharge, diarrhea, vomiting, eye secretions, complaint of a headache, and rashes. If a child becomes ill during their stay at Child Watch, their parent must be contacted immediately. During the Respiratory Syncytial Virus (RSV) season, approximately November - April, staff should make sure they are paying particular attention to any signs of illness in children to help prevent the spread of disease.

Body Fluids

Any spills of body fluids (i.e.: blood, feces, vomit, urine, nasal and eye discharges, and saliva) need to be cleaned up immediately. Due to the possibility of exposing staff and/or children to germs that cause diseases, staff needs to work quickly and efficiently when dealing with body fluid. Use the Infectious Control Clean-Up Kit when cleaning up any body fluids. Staff should split up and do the following:

1. 1 staff member should secure area (keep all children completely away from area that contains fluids)
2. 1 staff member should page/contact parent
3. 1 staff member needs to clean up area & then contact the day porter
4. 1 staff member should clean-up child and/or clean up fluids on child and clothing

When cleaning up feces on a child, be sure to take the following precautions. Do not wash or rinse clothing soiled with fecal material, instead dispose of solid stool directly into the toilet and quickly put soiled clothes inside the plastic bag provided in the clean-up kit. Page parent/guardian and give bag directly to parent/guardian when they arrive to pick up their child. Always wash your hands after handling soiled clothing.

Staff must wear gloves when cleaning up any of the above situations and take proper precaution to not get any of the fluid in their eyes, nose, mouth, or open sores. All surfaces (countertops, floors, etc.) on which body fluids have spilled needs to be cleaned and disinfected. Fluid-contaminated material should be placed in a plastic bag and properly sealed. Mops that have been used to clean up body fluids should be properly cleaned, rinsed with a disinfecting solution, wrung as dry as possible, and hung to dry completely. Be sure to wash your hands after cleaning up any spill.

Injury

If a child is injured while in Child Watch, the parent will be notified immediately via pager. Injuries include, but are not limited to the following: bleeding, head trauma,

bee sting, broken bones. A First Aid kit will be located in the Child Watch area at all times. For minor injuries parents will be notified at the time of pick up. Staff will take the following steps when injury occurs.

1. Provide first aid when needed.
2. Have a staff member stay with child one on one for up to 15 minutes to help calm them down and reassure them. Then re-socialize with other children.
3. Fill out Incident Report form and give to FT staff
4. If injury shows after 5 minutes, or if the child is still crying significantly, page parent

Bathroom & Diapering

Children are permitted to use the bathroom by themselves. All school-aged children will have privacy when using the restroom. It is required that toddlers are brought to Child Watch in fresh diapers. Toddlers who need their diapers changed will have their parents paged for assistance. (Parents are responsible for providing diapers, wipes, and any other necessary item for diaper changing.) The following rules will be followed when a child uses the bathroom:

1. Only one child at a time from Child Watch may be allowed to go to the bathroom by himself/herself
2. For potty-trained toddlers, one staff should wait outside door until child has finished using the bathroom
3. If child cannot wipe him/herself, or has an accident, the following steps will be taken:
 - a. Parent will be paged
 - b. One staff will remain at the bathroom door until parent arrives
 - c. Note will be made on Bathroom Issues spreadsheet
 - d. Parent will be asked to keep child in a diaper until toddler is fully potty-trained, which includes the toddler to be able to take pants on and off, wipe themselves, and wash hands on their own.
4. If parent does not respond to page, the following steps will be taken:
 - a. Page parent over the PA located at the front desk
 - b. Try calling parent by using their cell number
 - c. Send a staff to do a physical search through the building for parent
 - d. Note will be made on Bathroom Issues spreadsheet
 - e. Parent will be notified that failure to respond to pager may result in loss of Child Watch services.

Emergency Action Plan

In the event of an emergency, the following protocol is to be followed. This plan is to assist staff in responding to emergency situations, as well as help provide information that can be used for both staff and family members concerning emergency planning.

Choking

If a child is choking, have someone with First Aid training administer First Aid to them. Remember, if a child is coughing, they are not truly choking, so let them continue to cough and work the item that is blocking the airway out on its own. If a child is choking, all airflow is completely blocked, which means they child cannot cough or speak. The following steps are to be taken when a child chokes:

1. Staff will administer First Aid
2. Parent will be paged
3. If staff is unable to remove item that is blocking child's airway, staff should call dispatch

Lost Child

The front main door and the child entrance door in Child Watch must be latched at all times. If somehow a child is missing from, or escapes Child Watch, the following steps will be taken:

1. Immediately notify manager, front desk staff, and begin a search for the child
2. After 5 minutes, if child has not been found, contact parent, contact dispatch, and search outside the facility
3. Be sure to document everything

Kidnapping

If child is taken by someone other than parent, or if lost child cannot be found, treat as a kidnapping case and contact dispatch immediately. Children are to only leave child watch room with parent.

Extreme Weather

In the event of an extreme weather occurrence (i.e. power outage, flooding, tornado warning, earthquake, etc.) staff should do everything they can to keep children calm and entertained until their parents arrive.

The following steps should be taken any time the power goes out:

1. Gather all the children together.
2. Grab glow sticks and emergency activity binder to see ideas to do with children. Keep children entertained until parents pick them up.
3. After 10 minutes, if power is still out, page parents to pick up their child.
4. Remember, no closure and no going-home without permission from manager.

The following steps should be taken any time there is flooding:

1. Move children away from glass doors and windows
2. If power goes out during flooding, follow the power outage procedure

3. Remember, no closure and no going-home without permission from manager.

The following steps should be taken any time there is an earthquake:

1. Move children away from anything that might fall over
2. Help children drop to a crouched position, in a secure location, with head down and hands clasped behind head.
3. Wait until tremors cease before returning to normal activity
4. Remember, no closure and no going-home without permission from manager.

The following steps should be taken any time there is a tornado warning:

1. Shift Legend/Job #1 should lock and remove cash drawer key then blow whistle to get attention of other staff. You will be last to leave the room, making one last sweep inside and on the playground checking for any children that may have been missed.
2. Have another staff start gathering children up along rope; Each child must keep one hand on the rope at all times
3. Be sure to have one staff take a head count before leaving the room and grab the check-in log, emergency activity binder, and pass out walkie-talkies.
4. Direct children to the nearest designated shelter area in the building
5. Stay with children at all times until their parents come find/get them. Be sure to check log and ID's for any child picked up.
6. Staff should find ways to entertain children and keep them occupied until they are picked up. For a list of ideas and activities, see activity binder.

Fire

In the event of a fire, remember every second counts and every staff member has a job to do. Staff needs to be sure to stay calm and take the following steps to keep the children safe.

1. Shift Legend/Job #1 should lock and remove cash drawer key then blow whistle to get attention of other staff. You will be last to leave the room, making one last sweep inside and on the playground checking for any children that may have been missed.
2. Have another staff start gathering children up along rope; Each child must keep one hand on the rope at all times
3. Be sure to have one staff take a head count before leaving the room and grab the check-in log, emergency activity binder, and pass out walkie-talkies.
4. Lead group outside via the entrance doors. Have one staff at the front of the rope, one at the end, and then staff 3 and/or 4 will be floaters.
5. Stay with children at all times until their parents come find/get them. Be sure to check log and ID's for any child picked up.

6. Staff should find ways to entertain children and keep them occupied until they are picked up. For a list of ideas and activities, see activity binder.

No-Show Parents

If a child has hit their 2 hour limit in child watch, or if parents have not shown up by closing time, the following steps are to be taken:

1. Page them every 5 minutes until they show.
2. If they're over 15 minutes late, have front desk page them over the loudspeaker, call the phone number on the check-in log, send a staff member to do a physical search of the building.
3. If they're over 15 minutes late, they are charged a dollar per minute.
4. Once all the above steps have been done, if parent still has not shown up, inform manager, wait 30 minutes, and then contact dispatch.